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Santa Clara County ARES®/RACES Revised: 8-Dec-2020

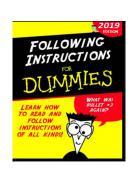
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#### **HOUSEKEEPING**

- Introductions
- Pen/pencil & paper
- Distractions
  - Cell phone
  - Pets
  - Other household members
- Questions "Raise Hand"
- Breaks
- If we lose Internet connection
- Course Credit



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#### Agenda

- Year in Review
- Packet Update Outpost and PackItForms
- Simulated Public Service Event SET
- Intermod Calculator
- Training Update
- Cupertino Infectious Disease Response Plan
- Forms Review
- Credentialing Program and COVID

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#### Year in Review

Tim Howard, KE6TIM Revised 7-Dec-2020

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#### 2020 Objectives and Goals

- Aggressive Training and Exercise Plan
- Earn C4 Credential by Year End
- Adding WiFi connection to BBS Backbone for cities and agencies.
- March 11 we cancelled or postponed all events thru mid April
- March 17 SCCo Shelter In Place order

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#### What we did to address COVID

#### Cancelled or Postponed

Mar – Net Control IIB Class Mar – Fundamentals Class

Mar – Pop-Up NC Practice Mar – Medical Health Exer.

Apr – NC Type II Class

May – Message Passing Class

Jun – Event Planning Class

Aug – RDF Mini Drill

Nov – Message Passing Class

#### Added

Apr – Repeater Sprint Contest June – Field Packet Mini Drill

Oct – Sim. Public Service Event

#### Modified & Rescheduled

May – Pop-Up Message Passing June – Pop-Up Packet Practice July – Field Ops Type IIA Class July – Field Ops Type IIB Class

Modified some classes for Presentation via Zoom

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#### **Classes Not Conducive to Remote Teaching**

- Message Passing Class
  - Numerous one-on-one participant interaction sending and receiving messages between two participants
  - Student interaction with instructor and other participants that does not lend itself to remote instruction

#### What can you do?

Read the <u>Message Handling Procedures</u> document is a good place to start. Reviewing the examples shown will make you a better message passer.

www.scc-ares-races.org/training/courses/Msg\_Passing/Message\_Handling\_Procedures\_v191115.pdf

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#### **Classes Not Conducive to Remote Teaching**

- Event Planning Table-Top
  - Close interaction between team members during the class.
  - Participants are seated at a table and plan a simulated event. They discuss requirements and plans for equipment, staff, addressing each aspect of an event: NC, Packet, Field Ops, Shadows, Logistics, Safety, Staging, etc.

#### What can you do?

Review the class Event Planning handouts If you want to gain experience volunteer to help plan an event at the city level, or assist an experienced planner on one of the county events.

**Packet Update** 

Jim Oberhofer, KN6PE Revised 7-Dec-2020

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**Packet Exercise** 11

Weekly Packet "Practice" 2020... by the numbers (through 8-Dec-2020) Monday Tuesday '20 ttl 2116 Total Practice Messages sent 1394 1744 3138 % Correct all the time 96.6% 95.5% 93.7% 93.2% 94.7% Ave # of Participants / Night 27 31 25.5 34

#### Weekly Packet "Practice"

• See the "Standard Packet Check-In/Out Message" App Note under...

https://www.scc-ares-races.org/data/packet/index.html#app-notes

 See the Practice Message, Subject section under... https://www.scc-ares-races.org/data/packet/weekly-packet-practice.html#Message

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What was new, different in 2020?

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### 440 access channels added BBS Call Signs and Frequencies

Call Sign	AX.25	User Access	BBS-BBS	Location
W1XSC	W1XSC-1	145.750, 223.620, 433.570		Santa Clara Co Office Bldg (San Jose)
W2XSC	W2XSC-1	145.730, 223.560, 433.590		Crystal Peak (South County)
W3XSC	W3XSC-1	144.310, 223.540, 433.450		Palo Alto
W4XSC	W4XSC-1	145.690, 223.600*, 433.550	223.600	Frazier Peak (above Milpitas)
W5XSC	W5XSC-1	varies	varies	Training, events, backup
W6XSC	W6XSC-1	varies	varies	Testing, backup

- Recommendation
  - Individuals use 2m or 440 access ( more readily available equipment)
  - EOCs use 220 access (less congested)
  - Download and print this listing for your Go Kit
  - Check web site and bulletins for changes

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Mutual Aid Request Form

SCC RACES

• The Mutual Aid Request form is used to request radio RACEs operators during an activation.

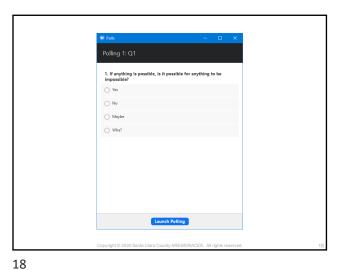
• This form is now part of the public packet installer 150M.

• Do not use for...

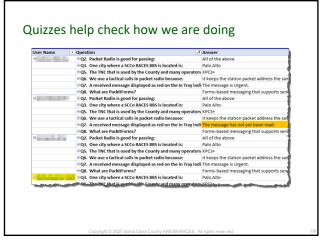
• RACES Public Service Events

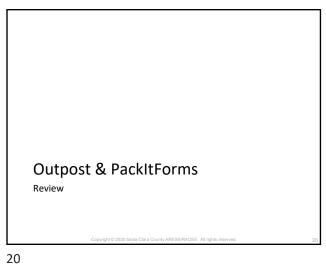
• Non-RACES jurisdiction mutual aid requests

## Zoom! Packet training in pajamas Ran all the packet classes by zoom Zoom registration helped track who actually showed up (and stayed for the entire class!) Completing the homework was prerequisite for class credit Office Hours offered a chance for troubleshooting, a 1-on-1 chat, and general Q&A Quizzes... checked if you were still with us



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#### What's in the box?

- SCCo Integrated Packet Installer 150M
  - Outpost Packet Message Manager - GUI-based interface for managing packet communications

    - Makes using packet as simple as using e-mail
  - - Next generation HTML-based forms for use with Outpost
    - Headless Chrome for auto-printing support
  - PacFORMS

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- HTML-based forms for use with Outpost
- Since 2007, simplified forms-based data entry, reduced network bandwidth

#### SCCo Installer v150M

December 2020

#### PackItForm 3.2\*

- PackItForms AutoPrinting
  Move the XSC RACES Mutual Aid Request from the private to the public edition
- browse.cmd enhancements and updates
- Various form updates

#### Outpost v3.4 c015\*

#### By the numbers

- 1 New Feature
- 15 Defects • 33 Enhancements
- 19 SCCo Submitted
- 49 Total changes

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- These were related to 12 - Message Handling
- 9 PackItForms AutoPrinting
- 5 Other Addon Enhancements
- 4 Opscripts
- ... plus another 19 various changes

\*See the release notes for details

4. Message changes

#### Popup Menus

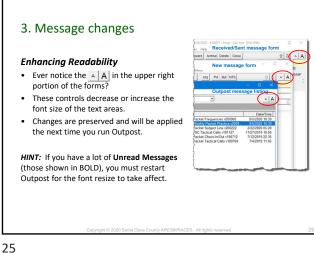
- · Pops up a specific menu of common commands or controls.
- Highlight a message and rightclick to open the popup menu
- Added to
  - Outpost message listing
  - When creating a new message - After receiving a message

NOTE! Missing your favorite command? Let me know.



What's new with **Outpost and PackItForms** 

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#### 1. AutoPrinting for PackItForms

- AutoPrinting of PackItForms has been an objective since the PackItForms initiative was kicked off.
- The main requirements were:
  - Message printing should occur automatically for both outgoing and incoming messages. This will build on the capability that exists for plain text messages.
  - The user can control turning AutoPrinting on and off.
  - All auto-printing occurs without user intervention.
- The Outpost v3.4 with PackItForms 3.2 releases make AutoPrinting a reality.

#### 1. AutoPrinting for PackItForms

#### **Features**

- 1. Automatically print messages when they are received, or sent
- 2. Includes plain text and PackItForm messages
- 3. Selectable number of copies for received and sent messages
- 4. Add footers to PackItForms

#### When should you use this

- 1. Need to distribute messages to different teams in the EOC or ICP
- 2. Keep track of who gets which copy

#### Who is using this now

1. SCC RACES at the County EOC

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#### Step by step process

AutoPrinting

- 1. Install the latest version of SCC Installer 150M
- 2. Run Outpost
- 3. Set up Send/Receive Settings
- 4. Set up General Print Settings
- 5. Do it!

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#### Plan for printing copies

- Before you do anything, make sure you know who needs to get copies of SCCo PackItForms. For instance, suppose you plan on distributing message copies to the following:
  - Radio Room
  - Planning & Intel
  - Operations
- Next...

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#### Set up Outpost for AutoPrinting

2. From Outpost,

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- Tools > Send/Receive Settings, Printing Tab
- Check AutoPrint
  - ✓ Check Print received messages and enter the number of copies; 3 for this example.
  - ✓ Check Print sent messages if you want outgoing messages printed.
  - ✓ Check Print copy names... if you want footers printed. If you intend to use Copy Names, press the [View Copy Name] button to set the Copy Names.



**NOTE!** Copy Names refers to the footer text that is placed on the bottom of the PackItForm.

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Set up Outpost for AutoPrinting

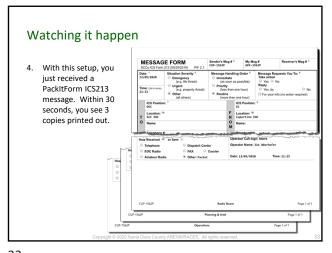
3. From the [View Copy Name] button (or Tools > General Settings),

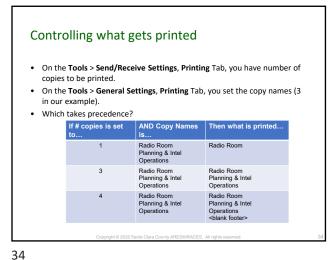
— Enter the Copy Names as you want them to appear on the PackItForm footer; one per line.

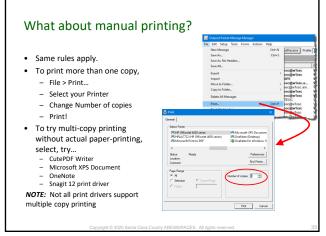
— The order in which you enter them is the order they will be printed.

✓ If you want to use Copy Names for manual printing, make sure that box is checked.

\*\*NOTE!\* The PDF Spooler should always be on.







What's new for 2021?

• Maintenance release planned

- Adds suggested changes to PackitForms

- Fixes reported bugs; more enhancements to Outpost

• Pop-up Packet Exercise

- Date... tbd

• Packet class schedule

- Packet Type IIIA 7-Aug-2021

- Packet Type IIIB 2-Oct-2021

- Packet Type II 6-Nov-2021

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#### For More Information

- Support
  - See the Santa Clara County ARES/RACES web site packet page
    - https://www.scc-ares-races.org/data/packet/index.html
- Join the packet discussion group
- Practice

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- Send a message during the weekly packet net, either or both days
  - https://www.scc-ares-races.org/data/packet/weekly-packet-practice.html
  - Automated feedback to help you improve, verify you've got it right
- Participate as a packet operator at drills and other events

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## Simulated Public Service Event and ARRL SET

Andreas Ott, K6OTT Revised 3-Dec-2019

Photo credits: Leslie Grimm KK6EKN, Loretta Keller WB6BWQ, Mark Laubach K6FJC

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#### 2020: the "uneventful" year

- Zero public service events this year, even the one quarterly drill outdoor activity needed to be called off due to heavy smoke (extremely bad air quality in August)
- Almost no other qualifying events for credentials
- New Concept: the parade is simulated and everything was made up. Follow scripted playbook activities for actors, to "provoke" radio traffic that closely resembles the one from the real world parade
- Exercise built for two hours, run it twice: once you are an operator, once you are a simulator
- Designed as deployment exercise with very little training component (not strictly meant for newbies)
- Entirely outdoor, physically distant operators, no "touch" community items (sharing radios)
- Adhere to state and county COVID-19 guidelines, stay home if you have symptoms, wash your hands, don't touch your face

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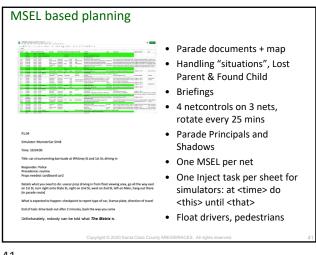
Nobody saw that coming...

- We moved into uncharted territory by putting on an event that is 100% simulated. The Pros @SCC\_OES hire a specialized and \$\$\$ consulting firm to put on exercises like "Yellow Command".
- Prior Art: "Drill in a binder" in Los Altos
- Your Planning Team: 8 core members, plus input from Jim Clark, N6JRC and the real parade Nancy
- 4 weeks planning, 7 meetings, estimated 350 hrs
- Developed framework and placed events on the timeline, put tasks, injects and instructions into playbooks. Procedure to automatically generate printed sheets for each simulator from the MSEL (master scenario events list) spreadsheet. Create roleplay instructions for Principals. Write briefings for all positions. Go!

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#### Statistics - day of the event

- Reduced number of SET categories scored, only one agency, one community served, no formal traffic
- 44 Amateur Radio Operators participated, approximately 300 volunteer hours delivered
- Of these were 15 "new" hams, licensed since 2016
- 100% of stations on emergency power!
- Current ARRL SET score 266, THANK YOU!

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 It's just slightly more than a quarter of the points compared to last year, but better than nothing. We don't know yet how the big hitters will score.

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#### After Action talking points

- We did OK on prescribing the Simulation, but it depends on the actors pulling their weight acting them out through roleplay
- Some simulation took on a life of its own
- Some simulation events need more QA, especially if they are multi-step or multi-operator
- We exercised some real world scenarios (open mike, traffic during netcontrol shift change)
- Forms handling has improved!
- During an activation: you MUST NOT leave home without being checked in on the Resource Net

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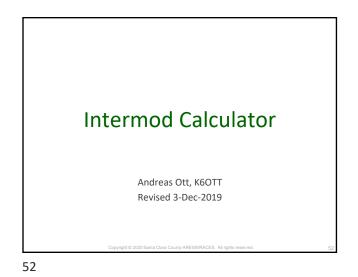












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#### **Intermod Calculator Spreadsheet**

- From 2020 Antenna Fundamentals Class
- We only had one event for which we needed to calculate any potential intermodulation distortion, and that event also used more than 3 frequencies. So, this tool was of limited use.
- Still looking for feedback

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- Is a spreadsheet the correct tool, or would you rather use a Python3 script (which could be made to handle more than three frequencies)? Calculation for two transmit frequencies is performed for you, results are checked against three receive frequencies
- against three receive frequencies
  For two transmitters, the four most interesting 3<sup>rd</sup> order products are displayed and
  cells use conditional formatting to display red background if too close to the third
  frequency

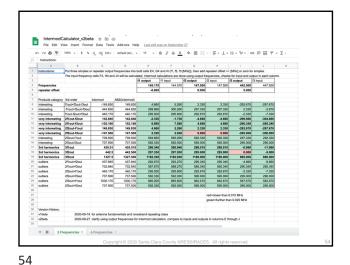
  (21,-1), (21,-1), (21,-1), (21,-1), (21,-1),

  The first two are of most interest because they are near the two transmitters (or may land close to
  other nearby receivers)

  The last two are typically out of band (beware of VHF/UHF)

  Worl affect our other receivers

  Could affect other radio services at a shared transmitter site if not filtered, but not so important for an
  interest of the radio services at a shared transmitter site if not filtered, but not so important for an
  interest of the radio services and the property (22m and 10cm bands).
- Bonus: Spreadsheet also calculates 3<sup>rd</sup> harmonics (2m and 70cm bands)



#### Training Plans for 2021

Judy Halchin, KK6EWQ Revised 5-Dec-2019

Scheduled classes for 2021 • Introduction to Emergency Communications (Zoom) • Fundamentals of Emergency Communications (Zoom) • Field Operations IIIA, IIIB/II (Outdoor) • Net Control IIIA, IIIB, II (Zoom) Shadowing (Zoom) • Packet Operations IIIA, IIIB, II (Zoom) • Cross-Band Repeating / Antenna Fundamentals (Zoom)

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#### Zoom classes

- No need to travel
- Presentations work well
- Practice sessions work better for some people
- Many fewer questions asked during Zoom classes
- Very little interaction among the participants in Zoom

When it's allowed and safe, we will go back to in-person classes, but we'll try to keep some of the benefits of Zoom classes.

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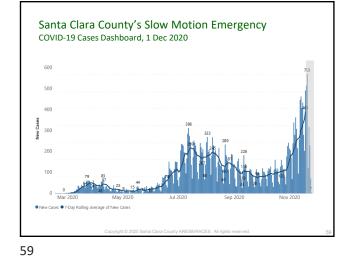
## Cupertino Infectious Disease Response Plan

Jim Oberhofer, KN6PE Revised 1-Dec-2019

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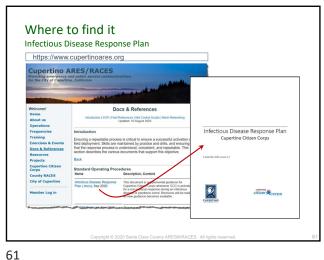
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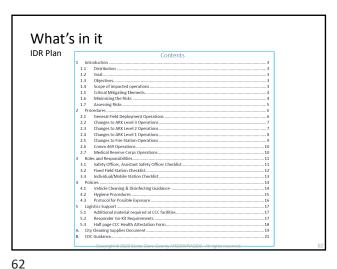


#### Situation

What does this mean to us?

- The COVID-19 pandemic is occurring, and will be with us for a while.
- $\bullet \quad \text{The loss of life and associated economic and social trauma has been significant.} \\$
- Given the speed of its onset and expected duration, it is prudent to have a plan
  in place that guides our emergency field response.
- The complication of <u>dealing with compound emergencies</u> must be factored into any response plans to ensure we not only can meet the assigned mission, but also maintain the health and safety of everyone involved.
- Consider:
  - earthquake ... wildland fire threat...
    - fire threat... \_ ... during a pandemic
  - 200 year flood ...
  - •The pandemic element of the response is what we addressed.



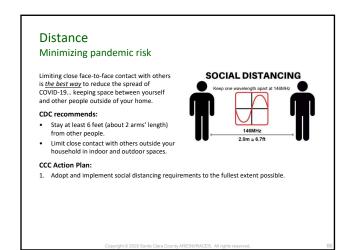


OES Goal... only one Cupertino OES gave us only one goal for our Infectious Disease Response Plan, that is, • Protect the health and safety of the public and Cupertino Citizen Corps responders

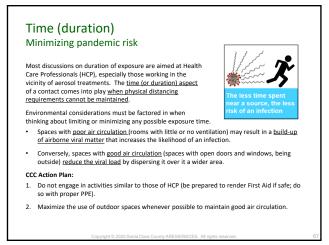
Plan Objectives 1. Protect CCC responders and the community with whom we interact a. Protect their health and safety. Maximize resources to maintain day-to-day emergency operations c. Minimize the virus spread and reduce the impact on CCC and public health. 2. Maintain the continuity of response operations a. Continue day-to-day readiness and response operations to the maximum extent possible throughout all stages of the pandemic. 3. Execute the CCC pandemic response a. Ensure all CCC teams and facilities can fulfill their response responsibilities during a b. Communicate and coordinate pandemic preparedness and response to all City staff and other CCC members. Support the efforts of the City in mitigating the consequences of a pandemic d. Do not become part of the problem.

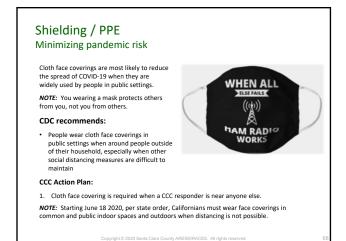
63

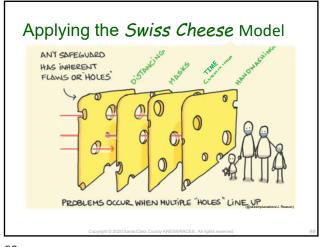




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**Assessing Risks** 

#### Low risk

- 1. Physical Distancing. Keep at least 6 ft (2 meters) from others in public.
- 2. Reduced group size in enclosed
- 3. Outdoor gatherings
- 4. Sufficient ventilation
- 5. Face masks

#### High Risk

- 1. Close-up, in-person interaction
- 2. Crowded events
- 3. Poorly ventilated spaces
- 4. People talking loudly, singing
- 5. Prolonged exposure (15 minutes of unprotected exposure with someone less than 6 ft)

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#### Scope of the Plan

- 1. General Field Assignments
- 2. ARK Level 3 Operations
- 3. ARK Level 2 Operations
- 4. ARK Level 1 Operations 5. Fire Stations Operations
- 6. Comm 469 Operations
- 7. Roles and Responsibilities

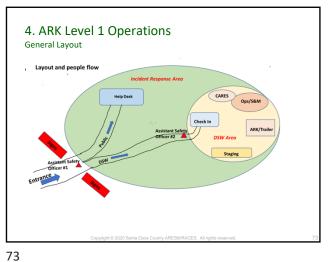
1. General Field Deployment Operations

#### Highlights - CARES

Deployment activities involve operating a radio in the field to report observations or passing messages by radio on behalf of someone else; applies to Infrastructure Safety Assessment, Ember Watches, and Alt911 operations.

- A <u>Safety Officer</u> will be designated, either dedicated or in conjunction with other
- Exercise social distancing between responders and the public at all times, except as
- strictly necessary to carry out a task associated with the response mission CCC members should <u>recruit other household members</u> as their Buddy
- SS checks resource list for pre-identified members interested in single-person (solo) assignments
- <u>Use two vehicles</u> if two non-household responders travel to the same location
- If you are not comfortable with your surroundings or assignment, let your

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#### 6. Comm 469 Operations

- Highlights -CARES
- All General Field Deployment Operations changes apply.
- Only one individual will occupy the Comm 469 cab at a time. Supporting staff follows in separate vehicles.
- When deployed, all vehicle operating compartment doors and roof vent will be open for increased air circulation.
- Operations are split between inside and outside.
  - Radio Room Operator (P3) and Shift Supervisor (P4)
  - Resource Net (P1) and SCC County voice net/Packet (P2)

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7. Roles & Responsibilities Infectious Disease Response Checklists

#### Go Kit Additions

- The following additional CCC Responder Go-Kit items are required:
  - 1. Cloth face mask
  - 2. Eye protection
  - 3. Nitrile gloves, at least 2 pair
- The following additional CCC Responder Go-Kit items are recommended:
  - 1. Hand sanitizer
  - 2. Sanitizing wipes
  - 3. Face shield

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#### **Forms Review**

Why the paperwork is important

Andreas Ott, K6OTT Revised 7-Dec-2020

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## Broken record: Why logs are important

- The paperwork we get from you is part of us exercising supervision over you while you are deployed. And we need proof of that in case we need to submit a DSW insurance incident report form.
- By keeping good documentation we can show that you did the "right thing ™", also important as a witness statement of events

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## From the lonesome event this year

- Forms handling quality has improved compared to last year!
- Training works! So please attend our classes.
- ICS-214 (FieldOps 3A and NetControl 3A Classes) and video training
- ICS-309 (NetControl 3A and FieldOps 3B Classes) and video training
- This year's event had no ICS-213 form messages (multiple classes / Monthly Practice Sessions)
- But still .....

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### Problems 1: Did these operators attend the same event I did?

- ICS-214: only 9 lines are filled in (vs. 38 lines, or 21 lines on mine), no ICS-309
- OK to be less verbose when it's boring, but just attending an event is 8 lines
- Lost child/parent? crowd counts? H&W
- Time stamps out of order
- ICS-214 last entry at 11:30, operator left event at 14:30 according to ICS-211

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## Problems 2: Unit Name and Unit Leader on ICS-214

- Unit Name: Your assigned tactical call or the name of the net you are the netcontrol for, might change
- Unit Leader: Your name and call sign (fill in right away), won't change

UNIT LOG	Incident Name and Activation Number     Mockingbird Heights Mummy R		10/31/18		11/1/18
ARES/RACES	RIP-18-13T	From:	20:00	To:	04:00
3. Unit Name / Tactical	Call / Designators	4. Unit Leader (Name, C	all Sign, ICS Posit	tion)	
Tactical Net (	Control	Herman Muns	ter, W6XRI	.4	

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#### **Problems 3: Netcontrol ICS-309**

- This is the main log of all happenings
- FROM and TO columns! See training
- Message column: keywords
- Use English, and we need to be able to decode your abbreviations
- Shift Changes (wax on wax off, don't forget to breathe)

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## Problems 4: Radio Net Name and Radio Operator Name ICS-309

- It should be obvious, but just in case
- And if you forgot your name, check your Drivers License or FCC license

COMM Log Incident Name and Activation Number (LS 309-SCCO Mokingbird Heights Mummy Race ARES/RACES RIP-13-13T From: 2000 To: 0400
ARES/RACES RIP-13-13T From: 2000 To: 0400
B. Radio Net Name (for NCOs) or Position/Tactical Call 4. Radio Operator (Name, Call Sign)
Resource Net Wolf Man, W6WOOF

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## Credential Program Challenges During COVID

Tim Howard, KE6TIM Revised 6-Dec-2020

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## **Events are Required to Gain Experience**

- Experience in varied activities is an important part of earning a Credential
- No Public Service Events
- Few Drills/Exercise

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#### 2020 Limited Number of Evaluations

- Pop-Up Packet P3 and P2 Evals
- Quarterly Drill N3, P3
- Quarterly Drill F3 Evals cancelled due to poor air quality (fires)

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#### **2021 Planned Eval Opportunities**

- Pop-Up Packet P3 and P2 Evals
- Quarterly Drills N3, P3, F3, maybe some Type 2 depending on evaluator availability.
- We will remain open to other opportunities that meet Credential requirements without sacrificing program quality.

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#### What about 2 year requirement

- The Credential program requires that requirements must be completed within a 2-year period.
- That time frame will be extended.
- When that time frame is determined it will be published.
- But, if an event/activity is offered try and take advantage, don't wait.

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#### **Challenges**

- COVID is still with us and probably will affect the number and types of activities for some time.
- We may plan events and later have to cancel them if situations change.
- Bringing the resources (staff, location, scenario, etc.) together takes time and effort.
- Be patient and flexible.

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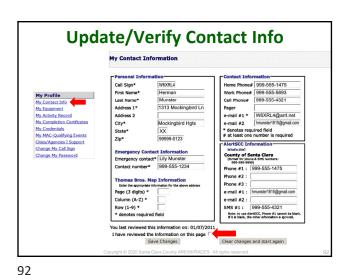
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#### **DSW Stickers**

- New stickers for your County DSW card will be sent to the ECs for distribution.
- If ...
  - you are currently a County DSW
  - your contact data in the activity database has been updated or verified within the past 12 months.

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#### Thank You!

Please check your email and follow the instructions to complete and return the Course Evaluation.

If you have questions or feedback about this or other training activities, you can join our Training discussion group.

<a href="https://scc-ares-races.groups.io/g/training">https://scc-ares-races.groups.io/g/training</a>

This is a moderated group.

See you at a training class or exercise next year!

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